



# General Cashier Employee Manual

Prepared for Hy-Vee

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## Introduction

Congratulations on becoming a cashier at Hy-Vee. You are going to have many opportunities at Hy-Vee in your future.

Hy-Vee is dedicated to customer service and smiles. Hy-Vee wouldn't be where they are today without their customers. Hy-Vee's customers are expecting friendliness and great customer service from the moment they park to when they get into their cars to leave. Cashiers have to be the friendliest people because they are the last employees that the customer comes in contact with. They need to leave a good lasting impression.

This manual is broken up into 5 sections

1. Arriving to Work
2. Starting Work
3. During Work
4. Ending Work
5. Leaving Work

These sections will teach you how to act as cashiers and the procedures of Hy-Vee employees.



# Arriving to Work

- Where to Park
- Walking into Work
- Getting Ready for Work







## Arriving to Work

### Where to Park

Your Hy-Vee store should have a designated employee parking area. Some stores paint the employee parking slots a different color and if that is the case you should park there. If you do not know where that area is or it is not painted:

1. Park on the outer edges of the parking lot
2. Ask a manager during your shift
3. Park in the area the manager specifies from then on

The reasons for parking in a designated spot are: it makes the customers happy to park in front and the employee's cars will not get in the way of the customers.



## Walking into Work

If you are wearing your uniform when you walk into work you should be professional and friendly to all the customers. Make sure that you are wearing the right attire as stated in the dress code and your shirt is tucked in. Since you are wearing your uniform any customer may think you are clocked in and expect a dedicated employee ready to help them. If a customer does ask for your help before you are clocked in you should help them.

While you walk into the store, smile at every customer. If a customer asks you for help before you are clocked in you should:

- Be friendly
- Smile
- Take them where they need to go
- Answer any of their questions
- Bring the customer to a front end manager
- Bring the customer to a department manager

Do not tell the customer that you are not clocked in and leave. That will make customers angry and frustrated because they need to find a new employee to help them. Helping the customer will ensure that they are satisfied with customer service and will return to the store.

If no customers ask for your help you should continue to walk towards the offices to get ready for work.

## Getting Ready to Work

Once you arrive at the offices you should place all of your valuables and belongings in a locker. Cell phones and purses are not allowed at the cash register. The lockers are not equipped with locks so to ensure that your belongings are safe you should bring your own lock. If you leave your belongings in a locker without a lock, your valuables could be stolen and Hy-Vee is not liable for stolen items.

Make sure your uniform is up to dress code. If your outfit was not professional before you arrived, now it has to be. Once you are on the clock your dress attire has to be up to dress code.





# Starting Work

- Clocking In
- Walking to the Front End
- Checking Out a Till
- Getting Your Cash Register Ready





## Starting Work

### Clocking In

You should clock in at the time that your shift starts. You cannot clock in early and should not clock in late. If there are more people clocking in at the same time as you, wait in a line to clock in. All of your belongings should be in your locker and your outfit should be dress code before you clock in. To clock in using the machine:

1. Press the PUNCH IN button
2. Enter the last four digits to your Social Security Number
3. Press the ENTER button



## Walking to the Front End

After you clocked in you should head straight to the front end. If a customer asks for your help you should help them because the customers always come first. Remember to:

- Be friendly
- Smile
- Take them where they need to go
- Answer any of their questions
- Bring the customer to a front end manager
- Bring the customer to a department manager

Once you have arrived at the front end you need to find the manager working during your shift so that they can assign you to a register. If the manager is helping a customer or another cashier wait patiently until they are finished. After they have assigned you to a register, go check out the till that corresponds to that register.



## Checking Out a Till

Check out your till according to your store process. Make sure that your till corresponds to your register. After placing the money into the till always put the lid on top of the till so that customers in the store cannot see the money that is in the till.

You should hold onto the till firmly while you walk to your cash register. There is a chance that someone could try to steal your till and you should be ready if that happens.

Once you arrived to your register:

1. Sign in to your account
2. Open the drawer
3. Take off the lid to your till
4. Place the till into drawer
5. Close the drawer all the way

You need to put your till in the drawer right away so that there is a less chance of theft. Once the drawer is closed, customers can not open the cash register drawer without your password and that keeps the money safe.



## Getting Your Cash Register Ready

You should already be signed in and your till should be in the drawer. Then you should:

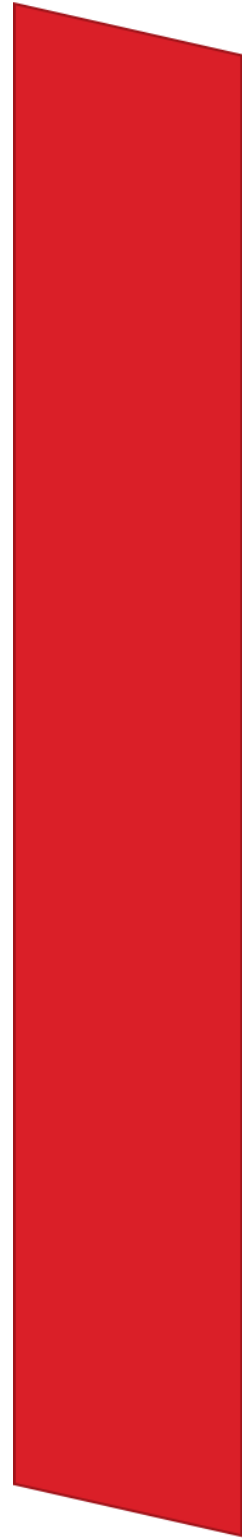
- Turn on your register light so customers know you are open
- Move anything blocking the path to your register
- Clean any dirty area with your spray bottle and paper towels

If you are cleaning your belt and a customer happens to come up to your register to check out, ask them to wait a moment so you can finish cleaning. Most customers want to put their groceries down on a clean surface so they will not mind waiting a few moments.



# During Work

- Talking to Customers
- Taking Breaks
- Fuel Saver Cards
- Keeping Your Area Neat
- Common Mistakes





## During Work

### Talking to Customers

You should be friendly to every customer and try to have a personal conversation with them. Make sure to ask every customer if they found everything alright and see how their day is going.

Not all customers are going to be conversational so just try your best to talk to them. Also if the customer is in a bad mood try to be cheerful and brighten their mood. When customers are really angry you should call over a manager because they can handle problem customers much easier.

Make sure to always include the customer in the conversation. You should not talk to coworkers and ignore the customer.

After finishing a transaction and if no other customer is in your line, you should:

- Go to the front of your register
- Wait for another customer
- Stand up straight without leaning on anything
- Smile and greet every customer that walks by

The most important thing you need to remember when talking to customers is to smile.

## Fuel Saver Cards

Almost every customer that comes into Hy-Vee will have a Fuel Saver card.

You need to remember to ask them if they have a Fuel Saver card at the end of every transaction. The computer will also remind you.

If the customer has a fuel saver card:

1. Take the card
2. Scan the back of the card
3. Hand the card back to the customer

If the customer doesn't have a fuel saver card ask them if they would like to sign up for one. Direct them to customer service if they want a card.



## Taking Breaks

Your shift will determine how long your breaks last. If you are unsure of how long your break is then you should ask a manager. You should be on your break for only the allotted time. If you go over your break time you are stealing time and money from Hy-Vee and there are bad consequences from that.

You are allowed to take your breaks in the employee break room or the dining room.

Right before you go to take your break you should log out of your register but leave the till in the drawer.

If you buy anything while on break, you need to keep the receipt to prove that you have purchased that item.



Dining Room



Break Room

## Keeping Your Area Neat

The checkout register can get very messy with all the food that comes through. The most important mess to look for is meat and milk spills that spread bacteria. You should clean this up immediately, even if you have to ask the next customer to wait to put their groceries on the belt.

To clean messes up, you should use the spray and paper towels that are in the compartment under the register. You need to make sure that you clean your counter, belt, and scanner.



You may also have to take items that the customer decided not to buy and those can clutter your register. If the item is cold you should have a coworker bring it back right after the transaction is over. If the item is not cold you can put it underneath your register in the compartment until the managers collect all the unwanted items.

The last items that can clutter your register are the Hy-Vee paper ads. You should always have at least one at your register to reference sale items but too many of them can look messy. If you begin to accumulate too many ads, you should try to stack them as neatly as possible or throw away the multiples.

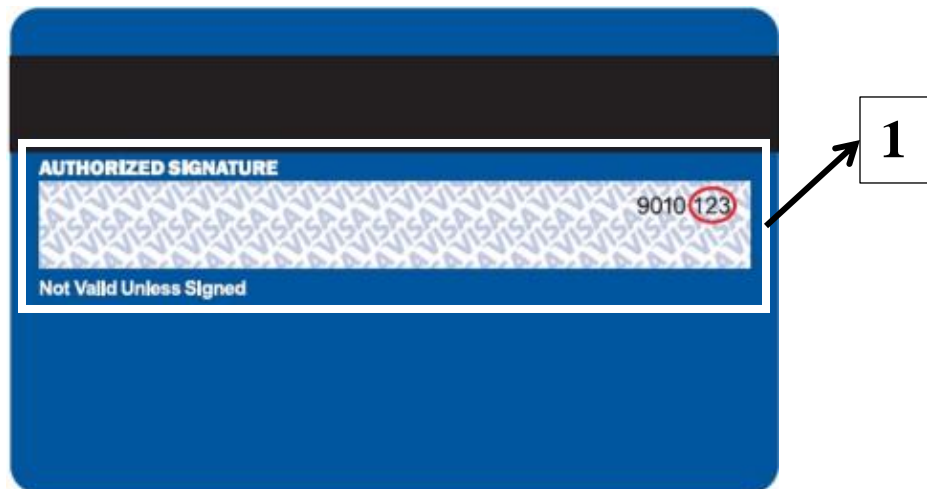


## Fixing Common Mistakes

### Credit Cards

When a customer slides a credit card you need to:

1. Check if the card is signed
2. If the card says “see id” or “ask for id” check the persons form of identification
3. Make sure the name on the card is the same as the identification



### No Personal Items

Cashiers are not allowed to bring any personal items to the front end while working. Personal items that are not allowed could include purses, wallets, and cell phones. All personal items must be left in the lockers designated for employees.

Jackets are allowed at the front end if there is a chance you would be going outside during your shift.

# Ending Work

- Closing Your Cash Register
- Putting Away Your Till
- Walking to Clock Out
- Clocking Out





## Ending Work

### Closing Your Cash Register

When you are trying to close your register many customers will not notice that your light is off. You should continue to check customers until there is a pause in people coming through your line. Also a manager may put something in front of your register so that customers will not come to your line. This allows you to close without any more customers coming up to you. To close your register:

1. Turn your register light off
2. Open your drawer
3. Take out the till
4. Place a lid on your till
5. Log out of your register
6. Take everything you need with you

Once you have taken your till out you can direct people away from your register and tell them you are closed.

Always remember to log out of the computer. If you forget, then the next cashier will have a harder time logging in.

## Putting Away Your Till

After you have closed your cash register you should take your till and everything you need to the safe room. Make sure you hold onto the till firmly and always be aware that someone may try to take your till.

Bring your till into the safe room and get all your money in order. Put the money from your till into the counting machine according to your stores instructions.

If anything goes wrong or if you have any questions, you need to ask a manager so that everything is in order when counting money.

Before you leave, you should check the till to see if it is empty. Also make sure that your coupons and checks are in the right bag and that those bags are in the right area. If any checks or coupons go missing the accounting department's numbers will be off.



## Walking to Clock Out

After you have put away your till start walking to the offices to clock out. As you walk back to the offices, a customer may ask you for help. If that occurs, you are still on Hy-Vee's time you should help them or find somebody to help them. You need to remember to:

- Be friendly
- Smile
- Take them where they need to go
- Answer any of their questions
- Bring the customer to a front end manager
- Bring the customer to a department manager

If no one asks you for help just continue on your way to clock out. As you pass customers you should smile and greet them.

Once you get to the offices you should clock out right away. If you wait to clock out you are stealing company time and money.

## Clocking Out

You should clock out at the time that your shift ends. You cannot clock out late unless you were kept working over the end of your shift. If there are more people clocking out at the same time as you, wait in a line to clock out. To clock out using the machine:

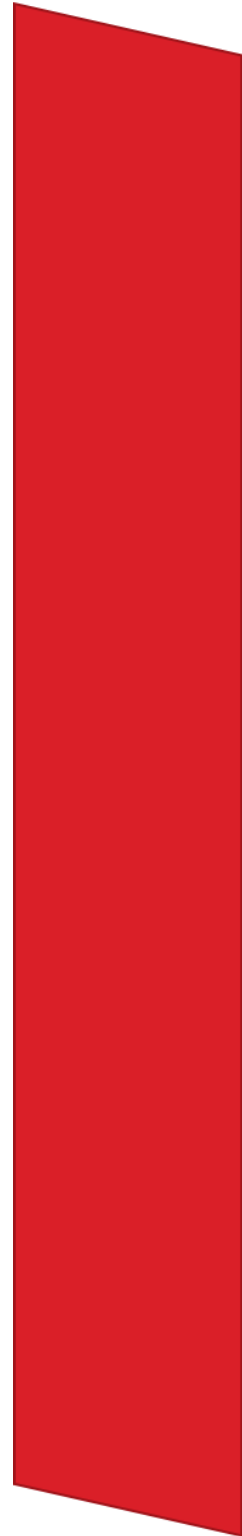
1. Press the PUNCH OUT button
2. Enter the last four digits to your Social Security Number
3. Press the ENTER button





# Leaving Work

- Getting Your Belongings
- Walking Out of Work





## Leaving Work

### Getting Your Belongings

After you have clocked out you should remember to gather all your belongings that may be in the break room. Your items could be in your locker or the refrigerator. Most likely, if you leave anything in the break room, it will not be there when you come back the next day. Each store should have a lost and found. If you lose something ask a manager where the lost and found is located.

Once you have gathered all your belongings, check the locker to make sure that it is empty.



## Walking Out of the Store

Make sure that you are wearing the correct uniform as stated in the dress code and your shirt is tucked in. Since you are wearing your uniform customers may think you are clocked in and expect a dedicated employee ready to help them. If a customer does ask for your help after you are clocked out you should still help them.

While you are walking out of the store, smile at every customer. If a customer asks you for help after you are clocked out you should:

- Be friendly
- Smile
- Take them where they need to go
- Answer any of their questions
- Bring the customer to a front end manager
- Bring the customer to a department manager

Do not tell the customer that you are clocked out and leave. Helping the customer will ensure that the customer is satisfied with customer service and will return to the store.

If no customers ask for your help you should continue to walk towards out of the store.

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